

Break the Glass

When opening a patient’s record, you may be prompted with a **Break-the-Glass** warning. Break-the-Glass is a security feature that helps protect patient’s confidentiality. This tool will work as follows: When we access a record with the tool enabled, and they are not a known patient, the user will be asked to choose the specific purpose for accessing the chart. The Break-the-Glass warning will only appear once every seven (7) days, and will not appear for patients when a known relationship has been documented (i.e. if you are part of the treatment team, the patients PCP, or if the patient has an outpatient appointment in your authorized department).

Step by Step

1. When accessing a restricted patient type, the **Break the Glass** warning will appear.

2. Select the appropriate reason why you are accessing this record by clicking on any of the quick buttons such as **Patient Care**, **Patient Access** or **Billing/Payment**.

3. Once the reason has been selected, click **Accept**.